

Amendments to the Claims:

The listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (Currently Amended) A system, the system comprising:

A4
a first logic unit to provide a list of service providers via an Internet connection to a user,
indicating ~~the~~ a real-time availability and a rate of each service provider of the service providers
~~that provider~~;

a second logic unit to receive ~~the user's~~ a selection of a service provider from the list of
service providers;

a third logic unit to attempt to establish a real-time communications connection ~~between~~
~~the user and a selected~~ to the service provider; and

a fourth logic unit to search a database of alternate service providers for an alternate
service provider based on a pre-established set of criteria and to offer the user an option of
connecting with the ~~an~~ alternate service provider.

2. (Currently Amended) The system of claim 1, wherein the fourth logic unit
presents the alternate service provider if connection to the user fails to connect with the selected
service provider fails.

3. (Currently Amended) The system of claim 1, wherein the fourth logic unit
presents the alternate service provider after ~~the user has completed a communication~~ is completed
with the ~~selected~~ service provider.

4. (Original) The system of claim 1, wherein the service provider is an information
provider.